



# GSA Authorized Federal Supply Schedule Price List

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Federal Supply Schedule Industrial Group OOCORP—  
Professional Services Schedule (PSS)  
Contract Number: **GS-00F-162CA**  
Contract Period: June 4, 2014–June 3, 2020

Business Size:  
Woman Owned Small Business (WOSB)  
Economically Disadvantaged Woman Owned Small Business (EDWOSB)

Download the [Akoya Capabilities Brochure](#) to learn more about Akoya and Our Award-Winning Capabilities

# Customer Information

## 1a. Table of Awarded Special Item Numbers

SIN	Recovery	SIN Description
541-1000	541-1000RC	Other Direct Costs (ODCs)
541-1	541-1RC	Advertising Services
541-2	541-2RC	Public Relations Services
541-3	541-3RC	Web Based Marketing Services
541-4A	541-4ARC	Market Research and Analysis
541-4B	541-4BRC	Video/Film Production
541-4D	541-4DRC	Conference, Events and Tradeshow Planning Services
541-4F	541-4FRC	Commercial Art and Graphic Design Services
541-5	541-5RC	Integrated Marketing Services
874-1	874-1RC	Integrated Consulting Services
874-7	874-7RC	Integrated Business Program Support Services

2. Maximum Order: \$1,000,000.00
3. Minimum Order: \$100.00
4. Geographic Coverage: Domestic only
5. Point(s) of production: Pittsburgh, PA; Falls Church, VA
6. Discount from list prices or statement of net price: Government net prices (discounts already deducted). GSA Net Pricing as shown in pricing tables provided.
7. Quantity discounts: None offered
8. Prompt payment terms: Net 30 days
- 9a. Government purchase cards are accepted up to the micro-purchase threshold: Yes
- 9b. Whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will accept over \$2,500
10. Foreign items: None
- 11a. Time of Delivery: Specified on the Task Order
- 11b. Expedited Delivery: Contact Contractor
- 11c. Overnight and 2-day delivery: Contact Contractor
- 11d. Urgent Requirements: Contact Contractor
12. F.O.B Point(s): Destination
- 13a. Ordering Address: Same as company address
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](https://fss.gsa.gov/schedules)).
14. Payment address: Same as company address
15. Warranty provision: Contractor's standard commercial warranty.
16. Export Packing Charges: N/A
17. Terms and conditions of Government purchase card: Contact Contractor
18. If applicable, Section 508 compliance information on Electronic and Information Technology (EIT) supplies and services will be addressed on a task order basis. The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).
19. DUNS: 072170343
20. Notification regarding registration in Central Contractor Registration (CCR) database: Registered

## Labor Category Rates

Awarded Labor Category	Years 1-5
<b>SINs: 541 1, 541 2, 541 3, 541 4A, 541 4B, 541 4D, 541 4F, 541 5, 874 1, 874 7</b>	
Executive Director	\$186.94
Senior Executive Consultant I	\$161.67
Senior Executive Consultant II	\$141.82
Senior Executive Consultant III	\$137.15
Communications Director	\$128.92
Senior Communications Consultant I	\$90.25
Senior Communications Consultant II	\$79.80
Senior Communications Consultant III	\$77.35
Communications Specialist I	\$62.07
Communications Specialist II	\$53.88
Communications Specialist III	\$44.88
Sr. Information/Graphic Design Consult. I	\$124.68
Sr. Information/Graphic Design Consult. II	\$99.50
Program Support Manager	\$48.99
Administrative Support Specialist	\$36.15
<b>SINs: 874 1, 874 7</b>	
Organizational Development Director	\$174.05
Senior Information/Graphic Designer	\$61.59
Information/Graphic Designer	\$56.72
Program Support Specialist	\$37.40
Computer Systems Analyst	\$56.10
Word Processor	\$32.41

## Outside Direct Costs

<b>SIN: 541 1000</b>		
Support Product/Labor (ODCs)	Unit of Issue	Ceiling Price/Rate Offered to GSA
Program Reproduction-Digital	Each	\$1.89
Banners	Each	\$279.09
Displays/Posters/Directional Sign	Each	\$775.82
Badges and Badge Holders	Each	\$0.70
Pocket Folders and Labels	Each	\$4.52
Photocopied Material	Page	\$1.01
Shipping	Per pound	\$5.01
Giveaway Item	Each	\$10.16
AV Mixer Pkge	Per day	\$251.89
AV Lumen Projector	Per day	\$1,410.58
AV Screens	Per day	\$352.64
Laptop	Per day	\$100.76
AV Support pkge with cables	Per day	\$65.49
AV DVD video disc player	Per day	\$75.57

SIN: 541 1000 (continued)		
Support Product/Labor (ODCs)	Unit of Issue	Ceiling Price/Rate Offered to GSA
AV VGA DA w/cables	Per day	\$95.72
AV Folsom pro video/data switch	Per day	\$297.23
AV Wireless Remote	Per day	\$45.34
AV Standing Lectern Mic	Per day	\$45.34
AV Wireless Lapel Mic kit	Per day	\$125.94
AV Multi Channel Mixing	Per day	\$95.72
AV Sound System 4 Speakers	Per day	\$470.20
AV Mouse with Laser pointer	Per day	\$45.34
AV Polycom speaker phone	Per day	\$125.94
AV PC audio DA patch for laptop	Per day	\$75.57
AV Setup/strike help	hour	\$50.38
AV Technician	per day	\$554.16
AV Phone Line Installation	Per day	\$125.94
Meeting Rooms-Plenary	Per day	\$5,037.78
Meeting Rooms-Breakouts	Per day	\$503.78
Package Handling Charge	Per Package	\$25.19
Food & Beverage-Breakfast	Per person	\$27.88
Food & Beverage-Break	Per person	\$26.90
Food & Beverage-Lunch	Per person	\$43.68
Registration Services	Each	\$7.25
USB drive	Each	\$43.11
Camera Tripod Rental	Per day	\$60.45
Lighting Kit (full, in grip truck)	Per day	\$1,093.20
One Ton Grip Electric Pkge	Per day	\$302.27
HD Camera Production Pkge	Per day	\$1,410.58
Editing Equipment	Per day	\$251.89
Recording Media (SDHC cards)	Each	\$26.19
Recording Media (betacam)	Each	\$27.50
DVD copy	Each	\$7.92
Lighting Kit (small)	Per day	\$179.35
Hair/Makeup Professional	Per hour	\$176.32
Talent/Agency Fees	Per day	\$740.55
Animation	per design	\$6,045.34
Narration (1 full & 2 follow-up sessions)	Per video	\$2,002.82
Voice Over Engineer	per hour	\$95.72
Recording Studio	Per hour	\$60.45
Stock Music	Per day	\$151.12
Music Licensing	Per year	\$503.78
Stock Video	Per clip	\$211.59
Royalty Free Stock Photos	Each	\$604.53

# Labor Category Descriptions

The Service Contract Act (SCA) is applicable to this contract and as it applies to the entire Professional Services Schedule (PSS) and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the Contractor adds SCA labor categories/employees to the contract through the modification process, the Contractor will inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

**SINs: 541 1, 541 2, 541 3, 541 4A, 541 4B, 541 4D, 541 4F, 541 5, 874 1, 874 7**

## **Executive Director • Bachelors + 20; Masters + 15; Ph.D. + 10**

- Provide executive consulting to heads of agencies, directors, and senior managers on organizational change, and communications activities that require senior executive level experience because of the activities' potential for significant public attention, financial or operational effect on the organization, or the potential to result in legislative or regulatory changes that will affect the organization.
- Lead a team of senior executive consultants in organizational change and communications activities in support of organization-wide management, organization, and business improvements.
- Develop, lead, and conduct senior executive level workshops, conferences, training sessions, and pilot projects that require senior executive level experience to properly address the use of approaches, processes, tools, or theories for management, organization, or business improvement.
- Develop and conduct senior executive level workshops, conferences, training sessions, and pilot projects that require senior executive level experience in leading or managing organization-wide activities.
- Facilitate business, organizational, and management improvement or organizational change, and communications activities that require a mastery of the respective area of expertise, or in situations where the use of a consultant with senior executive level experience will enable the customer to have the necessary level of confidence that the activities will be successfully conducted.
- Assist in identifying and resolving critical issues, including giving feedback and negotiating change activities with top level officials, if necessary.
- Customize workshops, conferences, and courses for an organization's needs that call for senior executive level experience due to the intricate or complicated nature of the activity or complexity of the issue to be addressed.
- Make presentations or give speeches relating to organizational change.

## **Senior Executive Consultant I • Bachelors + 15; Masters + 10; Ph.D. + 7**

- Provide executive consulting to heads of agencies, directors, and senior managers on organizational change and communications activities, with a special focus on the Akoya strategic framework mapping process.
- Through the use of the Akoya strategic framework mapping process, assist in strategic planning and characterization of key business drivers, communications plans, and process improvements, and assist with analysis of operational, service-quality, and customer-related performance.
- Assist heads of organizations, directors, and senior managers in analyzing complex organizational, communications, and technical problems, and in structuring information for their solution.
- Lead a team of senior executive consultants in organizational change and communications activities in support of management, organization, and business improvements organization-wide.
- Develop, lead, and conduct senior executive level workshops and pilot projects that require senior executive level experience to properly address the use of approaches, processes, tools, or theories for management, organization, or business improvement.
- Develop and conduct senior executive level workshops, conferences, and pilot projects that require senior executive level experience in leading or managing organization-wide activities.
- Customize workshops, conferences, and courses for an organization's needs that call for senior executive level experience due to the intricate or complicated nature of the activity or issue to be addressed.
- Oversee negotiation of delivery/task orders and design phases of tasks. Plan and organize resources to accomplish communication tasks.
- Provide senior level management in coordination of communication efforts with all federal agency executives and senior level managers.

- Plan, organize, and oversee work efforts; assign and manage resources; supervise personnel; ensure quality management; and monitor overall project and contract performance.
- Make presentations or give speeches relating to organizational change.

### **Senior Executive Consultant II • Bachelors + 10; Masters + 7; Ph.D. + 5**

- Provide executive consulting to senior managers on strategic planning and technology transfer.
- Develop and conduct senior executive level workshops, conferences, and pilot projects that require senior executive level experience in leading or managing organization-wide activities.
- Customize workshops and conferences for an organization's needs in strategic planning and policy development that call for senior executive level experience due to the intricate or complicated nature of the activity or issue to be addressed.
- Oversee negotiation of delivery/task orders and design phases of tasks. Plan and organize resources to accomplish communication tasks.
- Oversee negotiation of delivery/task orders and design phases of event tasks. Plan and organize resources to accomplish tasks including:
  - Ascertain client needs for the event in terms of budget as well as desired location(s), ease of travel, per diem costs, sleeping room requirements, facility requirements, A/V, food and beverage, internet access, parking, public transportation, etc.
  - Ascertain audiovisual requirements, including projection of still images and video, sound system, and remote broadcasts.
  - Negotiate with, and collect information related to per diem rates, amenities, and concessions, from venues qualified to host the event.
  - Provide a cost-comparison document to the client and assist senior leaders in analyzing data sets for each venue under consideration.
  - Represent the client on site visits to inspect venues under consideration.
  - Conduct final negotiations with the facility and provide final terms to client for approval.
  - Advise senior leaders on event themes, topics, and speakers.
  - Lead the development effort for all online information that will be used to publicize the event, including online registration forms, a registration database, registration-related emails, and hotel/travel/local area information.
  - Lead the development of all print documents used to conduct the event, including the design, writing, editing, and production of pocket folders, handouts, brochures, fact sheets, local information, hotel maps, wall banners, navigational signage, name tags, programs, etc.
  - Obtain hotel reservation numbers with which to update the client.
  - Organize and coordinate local site tours as needed.
  - Set up any pre-meetings, side meetings, lunches, and post-event sessions necessary.
  - Provide onsite management during the entirety of the event.
  - Oversee post-event mailings, shipping, and cleanup.
  - Create surveys to ascertain the effectiveness of the event.
  - Reconcile the facility invoice and settle the account on behalf of the client.
- Provide senior level management in coordination of event efforts with all federal agency executives and senior level managers.
- Plan, organize, and oversee work efforts; assign and manage resources; supervise personnel; ensure quality management; and monitor overall project and contract performance.

### **Senior Executive Consultant III • Bachelors + 7; Masters + 5; Ph.D. + 3**

- Facilitate business, organizational, and management improvement in organizational change, strategic planning, and policy development activities, where the use of a consultant with senior executive level experience will enable the customer to have the necessary level of confidence that the activities will be successful.
- Assist in the use of the Akoya strategic framework mapping process in strategic planning, policy assessments, and characterization of key business drivers, communications plans, and process improvements, and assist with analysis of operational, service quality, and customer-related performance.
- Provide executive consulting to heads of agencies, directors, and senior managers on the management, considerations, parameters, and execution of conferences, meetings, and other organized gatherings.
- Through the use of the Akoya strategic communications planning process, assist in strategic planning and characterization of key goals, audiences, messages, and delivery options.
- Oversee negotiation of delivery/task orders and design phases of event tasks. Plan and organize resources to accomplish tasks including:

- Advise senior leaders on event themes, topics, and speakers.
- Lead the development effort for all online information that will be used to publicize the event, including online registration forms, a registration database, registration-related emails, and hotel/travel/local area information.
- Lead the development of all print documents used to conduct the event, including the design, writing, editing, and production of pocket folders, handouts, brochures, fact sheets, local information, hotel maps, wall banners, navigational signage, name tags, programs, etc.
- Create surveys to ascertain the effectiveness of the event.
- Provide senior level management in coordination of event efforts with all federal agency executives and senior level managers.
- Plan, organize, and oversee work efforts; assign and manage resources; supervise personnel; ensure quality management; and monitor overall project and contract performance.

#### **Communications Director • Bachelors + 10; Masters + 7; Ph.D. + 5**

- Provide executive consulting to senior managers on communications planning and various aspects of video production and event planning.
- Customize workshops and conferences for an organization's needs that call for senior executive level experience due to the intricate or complicated nature of the activity or issue to be addressed.
- Facilitate high-level problem solving on communication issues.
- Direct and/or draft high-level materials.
- Plan, organize, staff, direct, and manage performance of work associated with event task orders within the relevant subject matter domain of the project and the Principal Consultant's practice area.
- Fully responsible for providing technical guidance and expertise to project staff and ensuring that the methods, tools, and techniques applied in performance of the work represent the state of the art.
- Responsible for monitoring the technical quality of work products and ensuring that products meet quality standards. Substantially contributes to product content.
- In coordination with contract and task order management, plan work efforts, ensuring that schedules and budgets are appropriate for accomplishment of project objectives, and direct the work efforts of project staff.
- Work with customers in providing consultative advice in areas of expertise.

#### **Senior Communications Consultant I • Bachelors + 7; Masters + 5; Ph.D. + 3**

- Provide consulting to senior managers on communications planning and implementation.
- Lead a team of senior consultants in communications planning in support of organization-wide management, organization, and business improvements.
- Develop and conduct senior level workshops and conferences, and assist in developing and conducting pilot projects that require senior level experience in leading or managing organization- wide activities.
- Structure team processes to identify, assess, and resolve issues related to communications and customer satisfaction.
- Facilitate team problem-solving on communication issues.
- Draft important materials.
- Plan, organize, staff, direct, and manage performance of work associated with event subtasks within the relevant subject matter domain of the project and the consultant's practice area to include:
  - Participate in meetings with senior leaders regarding the management, considerations, parameters, and execution of conferences, meetings, and other organized gatherings.
  - Collect data from possible venues and compile into documents for review by the client.
  - Create and program electronic surveys to assess the effectiveness of the event.
- Provide technical guidance and expertise to project staff, ensuring that the methods, tools, and techniques applied in performance of the work reflect the state of the art. Contribute substantially to project work products and activities and monitor the technical quality of work products, ensuring that products meet quality standards.
- Plan work efforts, ensuring that schedules and budgets are appropriate for accomplishment of project objectives, and direct the work efforts of project staff.
- Work with customers in providing consultative advice in areas of expertise.
- Work independently or under the general guidance of the Principal Consultant.



### **Senior Communications Consultant II • Bachelors + 5; Masters + 3**

- Provide consulting on communications planning and implementation.
- Assist senior consultants in communications planning and facilitation in support of organization-wide management, organization, and business improvements.
- Develop and conduct workshops and assist in developing and conducting conferences that require experience in leading or managing communications activities.
- Assist in identifying, assessing, and resolving issues related to communications and customer satisfaction.
- Assist with facilitation of team problem-solving on communication issues.
- Draft materials as needed.
- Develop presentations relating to communications.
- Under the technical guidance and expertise of Principal and Senior Consultants, contribute substantially to the performance of event project activities and the preparation of work products including:
  - Create online and email forms and documents in support of the registration effort.
  - Create informational web sites or web pages in support of the event.
  - Provide onsite meeting and registration support.
- Under the technical guidance and expertise of Principal and Senior Consultants, contributes substantially to the performance of project activities and the preparation of work products including:
  - Operate highly technical audio or other video production support equipment.
  - Advise the director and producer on issues related to sound quality and acoustics on a video location.
  - Assist with setup and teardown of video production equipment as needed.
- Ensure that the methods, tools, and techniques applied in performance of the work reflect the state of the art.
- Monitor the quality of work products, ensuring that products meet quality standards.
- Assist in planning work efforts, ensuring that schedules and budgets are appropriate for accomplishment of project objectives.
- Some interaction with customers in providing consultative advice in areas of expertise.
- Work as part of project team, with technical and managerial guidance provided; may be required to work independently.

### **Senior Communications Consultant III • Bachelors + 5**

- Provide consulting on communications planning and implementation.
- Assist senior consultants in communications planning and facilitation in support of organization-wide management, organization, and business improvements.
- Develop and conduct workshops and assist in developing and conducting conferences that require experience in leading or managing communications activities.
- Assist in designing and conducting facilitation services in support of communications planning and process improvement.
- Customize workshops and conferences for an organization's needs that require communications experience.
- Assist in identifying, assessing, and resolving issues related to communications and customer satisfaction.
- Assist with facilitation of team problem-solving on communication issues.
- Draft materials as needed.
- Develop presentations relating to communications.

### **Communications Specialist I • Bachelors + 5**

- Assist communications consultants in providing consulting on communications planning and implementation.
- Research information based on guidance provided by subject matter experts, and compile summaries.
- Draft fact sheets, articles, booklets, reports, and plans based on factual information provided by subject matter experts.
- Assist in conducting facilitation services in support of communications planning and related process improvement.
- Participate in the planning, organizing, management, and performance of work associated with event subtasks including:
  - Assemble handout materials for distribution to event attendees.
  - Maintain the event database containing names and contact information of attendees.

### **Communications Specialist II • Bachelors + 3**

- Assist communications consultants in structuring and editing communications documents.
- Research information based on guidance provided by subject-matter experts, and compile summaries.
- Draft, review, and revise written communications, using The Chicago Manual of Style or other recognized writing standards.
- Provide expert assistance in preparing documents for publication.



### **Communications Specialist III • Bachelors**

- Assist in drafting fact sheets, articles, booklets, reports, and plans based on factual information provided by subject-matter experts.
- Research information based on guidance provided by subject-matter experts, and compile summaries.
- Draft, review, and revise written communications, using The Chicago Manual of Style or other recognized writing standards.
- Provide assistance in preparing documents for publication.
- Under the technical guidance and expertise of practice area consultants and project management staff, contribute substantially to the performance of project activities and the preparation of work products including:
  - Assist the video production team in the pre-production phase through mailings, research, communications with talent and locations, etc.
  - Work to support the video production in terms of relaying messages, setting up and tearing down equipment, assisting with makeup, wardrobe, and props, and purchasing supplies.
  - Maintain video production paperwork, including script notes, continuity, and talent releases.
- Provide state-of-the-art methods, tools, and techniques in performance.

### **Senior Information/Graphic Designer I • Bachelors + 15**

- Provide executive consulting to senior executive managers on conceptualizing and implementing information and graphic design in strategic communications.
- Manage a team of graphic designers in conceptualizing and implementing information and graphic design concepts, graphic and visual supporting elements, structure, and format for internal and external communications.
- Facilitate and conduct planning meetings involving senior executive managers to brainstorm and develop information and graphic design concepts and strategies for effective communications.
- Direct the application of new technologies and processes for development and production of information and graphic design.
- Manage multiple information and graphic design projects through development, execution, and production.
- Lead multiple projects that involve conceptualizing, structuring, and presenting information and graphic design.
- Generate information and graphic design communication products.

### **Senior Information/Graphic Designer II • Bachelors + 10**

- Provide consulting to senior managers on implementing information and graphic design aspects of strategic communications.
- Manage a team of graphic designers in implementing information and graphic design concepts, graphic and visual supporting elements, structure, and format for internal and external communications.
- Facilitate and conduct planning meetings involving senior managers to brainstorm and develop information and graphic design concepts and strategies for effective communications.
- Apply new technologies and processes for development and production of information and graphic design.
- Manage information and graphic design projects through development, execution, and production.
- Lead projects that involve conceptualizing, structuring, and presenting information and graphic design.
- Generate information and graphic design for communication products.

### **Program Support Manager • HS + 5**

- Develop and implement procedures, tailored if necessary, to coordinate the production of project documents and to ensure full program support throughout the process.
- Provide management and oversight of the full program support team.
- Perform specialized administrative support tasks of non-routine and non-repetitive nature to assist principal, administrative or manager/directors.
- Assigned professional level tasks requiring independent judgment, initiative and tact.
- Contacts may include all levels of company and may be confidential in nature.
- Involves a thorough knowledge of company procedures and services.
- Accountable for assigned projects.

### **Administrative Support Specialist • HS**

- Support the consulting, facilitation, training, communications, and survey services by organizing, coordinating, and implementing technical and administrative support for all client projects.
- Assist client communication through the use of the Internet.
- Input and manage databases.

**SINs: 874 1, 874 7**

### **Organizational Development Director • Bachelors + 20; Masters + 15; Ph.D. + 10**

- Provide executive consulting to agency heads, directors, and senior managers on organizational and individual development activities requiring senior executive level experience because the activities have potential for profound public attention, financial or operational effect on the organization, or the potential to result in legislative or regulatory changes that will affect the organization.
- Conceptualize, plan, and implement a system-wide approach to staff development that moves the organization toward its vision and mission, supports the efforts of the agency heads, directors, and senior managers, and best uses resources to maximize results.
- Lead a team of senior executive consultants in organizational change, training, and communications activities in support of organization-wide management, organization, and business improvements.
- Develop, lead, and conduct senior executive level workshops, conferences, training sessions and pilot projects that require senior executive level experience to successfully apply the use of approaches, processes, tools, or theories for organizational development.
- Design curriculum and/or evaluate off-the-shelf programs for quality, consistency, and relevance to the overall needs of the organization.
- Facilitate business, organizational, and management improvement in organizational change, training, and communications activities that require a mastery of the respective area of expertise, or in situations where the use of a consultant with senior executive level experience will enable the customer to have the necessary level of confidence that the activities will be successful.
- Create and educate high-impact teams of individuals with equal responsibility but with different needs and agendas to further the development of the organization.
- Facilitate cross-functional, cross-level teams to enable them to handle issues that arise from involvement of participants with differing status and/or position.
- Make presentations, give speeches, and write articles relating to organizational and individual development.

### **Senior Information/Graphic Designer III • Bachelors + 5**

- Provide consulting to managers on information and graphic design to support internal and external communications.
- Manage projects that involve conceptualizing, structuring, presenting, executing, and producing information and graphic design.
- Conduct planning meetings to brainstorm and develop information and graphic design concepts and strategies for effective communications.
- Apply technologies and processes for development and production of information and graphic design.
- Generate information and graphic design for communication products.

### **Information/Graphic Designer • Associates or Equivalent Design Certification**

- Be responsible for aspects of projects that involve conceptualizing, structuring, presenting, executing, and producing information and graphic design.
- Develop information and graphic designs for effective communications.
- Apply technologies and processes for development and production of information and graphic design.
- Generate information and graphic design for communication products.

### **Program Support Specialist • HS + 3**

- Based on experience working in program support, assist the program manager with approaches for structuring deliverables for submission to clients.
- Research information to assist in providing program support.
- Provide simple analysis of data obtained through research or provided by subject matter specialists for the purpose of helping to present the information in reports.

### **Computer Systems Analyst • Associates or Equivalent Technical Certification + 3**

- Support the management, organizational, or business improvement process by providing specific technical expertise in the area of computer software applications.
- Assist in applying computer technology in analyzing and developing electronic communications via the Internet.
- Develop project tracking systems, incorporating records, files, and documents using desktop hardware and software.

### **Word Processor • HS + technical training in word processing**

- Support the preparation of draft and final deliverable documents by proofreading documents, drafting letters forwarding information to clients, and applying computer graphics and spreadsheet programs.
- Assist in locating and duplicating materials as needed for project support.
- Provide assistance in making travel arrangements and obtaining pertinent information regarding reimbursements for travel.
- Input and manage databases.